



Important points

Please read carefully before signing

All fees are payable per term in advance within 2 weeks of receipt of the bill and are non-refundable. We plan our staffing levels and set our budget well in advance. In order to operate, we therefore need notice of changes to numbers and thus our income.

Outstanding fees: If parents have any difficulty at all paying fees, it is essential that parents tell us straight away. We are always happy to discuss the possibility of alternative arrangements with parents in genuine financial difficulties.

Absent: Regrettably refunds or deductions cannot be made if a child is ill, on holiday, or for any other reason the child does not attend the nursery. Days that are reserved but not used cannot be reallocated to other days.

Swap: Where possible we will make swap days available to parents who need to adjust their child's attendance pattern within any particular week. Swap days are, however, a goodwill gesture and we can only offer these subject to availability. Any swap must be done via the nursery management.

Closure: In the event of the BVNS being forced to cancel sessions, the BVNS will endeavour to give as much notice as is reasonably possible. The Nursery School reserves the right to offer replacement sessions in lieu of refunds.

Should you wish to permanently withdraw your child from Bidborough Village Nursery School (BVNS), or reduce the number of sessions, the notice period is six weeks. Written notice must be given to the Nursery Manager or owner.

Late collection of children: The nursery closes promptly each day at 3:00pm, unless other arrangements have been made in advance. If your child is not collected on time, our legal liability relating to the staff/child ratio will be infringed as two members of staff must remain at the nursery until the last child has been collected. Any parent/carer who is late collecting their child will have to pay a charge which helps to cover the additional staffing costs incurred for this reason. The charge is £5 for the first 10 minutes, with an additional £10 for every 10 minutes thereafter.

For further information please read out terms and condition and policies available online on our website bvns.co.uk or as a hard copy upon request.

Your agreement to our terms and conditions is legally binding.

Signed (parent/carer)

Print name:

Date: